

# Children and Families Service

## One Minute Guide

### Cheshire East Consultation Service

April 2013

#### What is it?

Cheshire East Consultation Service (ChECS) is a new service that will handle all initial contact with Children and Families Services regardless of the level of need of the child or family being called about. The service will be staffed by qualified and experienced Social Workers and Practitioner Support Officers who will be able to give advice about cases across the levels of need.

#### When is it happening?

From 22<sup>nd</sup> April 2013 all incoming calls will go through ChECS.

#### Why are we doing it?

The Cheshire East Consultation Service is intended to increase the support to all professionals working with children and families across the Children's Trust workforce, ensuring that early help and support is available to children and families and that they receive the right help at the right time.

#### How is this different?

The key features of this new approach are a system:

- able to deal with all levels of enquiry without passing callers around;
- where forms come secondary to discussions with professionals; and
- where feedback on consultations & referrals to referrers is fundamental to the working of a multi-agency system

#### How do I contact ChECS?

☎ Tel: 0300 123 5012 (Select option 2)

☎ Tel: 0300 123 5022 (Emergency Duty Team for out of hours)

✉ Email: [checs@cheshireeast.gov.uk](mailto:checs@cheshireeast.gov.uk)

🌐 Website: [www.cheshireeast.gov.uk/fidy](http://www.cheshireeast.gov.uk/fidy)

#### What is the process?

All contact will be via a verbal consultation in the first instance. This consultation will be summarised by the worker in ChECS and will be fed back to the caller in writing. The outcomes of these consultations will be a clear agreement on the level of need, who is taking the case forward and where necessary, an offer of help from Children and Family Services or support to professionals carrying out a Common Assessment. Where the concern is clearly safeguarding this will still be swiftly routed through to the appropriate children's social care team

It is the responsibility of the practitioner seeking a consultation to gain the consent of the child and family to the consultation and inform them of the outcome.



Cheshire East  
Children & Young  
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